

Supervisory Program Manager

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

Policy Directorate

Overview

Open & closing dates

🕒 05/02/2017 to 05/12/2017

Salary

\$131,767 to \$161,900 per year

Pay scale & grade

GS 15

Work schedule

Full-Time

Appointment type

Permanent

Locations

1 vacancy in the following location:

Washington DC, DC

1 vacancy

Relocation expenses reimbursed

No

This job is open to



Federal employees

Current or former competitive service employees, including:

- Merit promotion
- Career Transition (CTAP, ICTAP, RPL)
- Transfer

Announcement number

IMP-10008772-17-RJS

Control number

468919300

Duties

Summary

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers see www.cbp.gov (<http://www.cbp.gov>)

Who May Apply:

- Current U.S. Customs & Border Protection employees with competitive status within the local commuting area.
- View [common definitions](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) (http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) of terms in this announcement.

The local commuting area is defined as the area surrounding the duty station by which people reasonably travel back and forth from home to work. Employees on a temporary assignment outside of the commuting area for a period of one year or less will be considered within the area of consideration of their permanent place of residence or position of record.

Organizational Location: This position is with the Department of Homeland Security, within U.S. Customs and Border Protection, Policy Directorate, located in Washington, DC.

One or more selections may be made using this job opportunity announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

Responsibilities

In this position, you will become a key member of the Policy Directorate team performing the below typical work assignments:

- Supervising research on a wide variety of policies within CBP's area of responsibility in order to provide CBP leadership with authoritative information that is utilized in the preparation of policy and program documents;
- Coordinating with appropriate CBP offices, DHS components and other federal agencies to analyze and make recommendations on relevant data for bench marking to provide policy recommendations on a range of law enforcement and operational matters to senior leadership;
- Devising new methods or procedures for accomplishing work to solve productivity problems;

- Supervising the analysis, development and revision a variety of technical and high level reports submitted by bureau and other agency officials within Headquarters and field components which involve significant policy issues affecting DHS and other law enforcement agencies, as well as the intelligence and trade communities; and
- Drafting and critically reviewing proposed legislation impacting agency-wide programs and operations including those involving air and marine operations, information technology, special investigations, international affairs, strategic trade, citizenship, immigration, anti-terrorism, illegal entry of terrorists and aliens, weapons of mass destruction, narcotics and contraband, etc.

Travel Required

Not required

Supervisory status

Yes

Promotion Potential

15

Who May Apply

This job is open to...

Current U.S. Customs and Border Protection employees with competitive status within the local commuting area

Questions? This job is open to 1 group.

Job family (Series)

[0340 Program Management](https://www.usajobs.gov/Search/?j=0340)
(<https://www.usajobs.gov/Search/?j=0340>)

Requirements

Conditions Of Employment

- You must be a U.S. Citizen to apply for this position
- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency at least 3 of last 5 years (see "Other Information")
- You may be required to pass a background investigation

You will be required to obtain and maintain, at a minimum, a Top Secret/Secret Compartment (TS/SCI) clearance.

Bargaining Unit: This position is not covered under a bargaining unit.

Supervisory Probationary Period: The Civil Service Reform Act requires first time supervisors and/or managers to serve an 18 month probationary period. You may also be required to complete an appropriate supervisory training course within 90 days of assignment to this position. Most training occurs in Harpers Ferry, West Virginia and requires overnight extended stay.

Financial Disclosure: The applicant selected for this position will be required to file a new entrant OGE Form 450 Confidential Financial Disclosure Report not later than 30 days after assuming this position, and on an annual basis thereafter while encumbering this position. If, however, the applicant has, within 30 days prior to assuming this position, left another position for which the filing of an OGE Form 450 is required and has previously satisfied the reporting requirements applicable to that former position, no new entrant OGE Form 450 shall be required. 5 C.F.R. Section 2634.903.

Qualifications

You qualify for the GS-15 level if you possess one year of specialized experience at the GS-14 level or equivalent performing duties such as:

- Developing, implementing, and managing federal policy requirements, plans, and procedures;
- Serving in a leadership role for an inter-agency team responsible for Federal policy or program analysis; and
- Providing recommendations on quality improvement, cost reductions and process controls using quantitative and qualitative tools and methods.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by 05/12/2017.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

Agency Career Transition Assistance Program (CTAP) Eligibles: If you have never worked for the Federal Government, you are not CTAP eligible. Information about CTAP eligibility can be found [here](#)

(http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a)

. To be considered well qualified under CTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. This will be measured by a score of 85 or higher. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

Education

Additional information

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. Learn more [here](#)

(http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf)

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Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](#)

(<https://twitter.com/#!/customsborder>)

How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see <https://apply.usastaffing.gov/ViewQuestionnaire/10008772>
(<https://apply.usastaffing.gov/ViewQuestionnaire/10008772>)

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The KSAs for this position are:

- Knowledge of an agency's missions, functions, goals and objectives
- Ability to strategically plan and organize, direct, manage, and complete under tight deadlines multiple, complex and highly visible projects/programs, special studies, or other critical tasks
- Ability to interpret, analyze, and resolve conflicts between existing and new or proposed policies and procedures and program approaches
- Ability to communicate and translate processes and strategies to influence peers and executives across an agency

Background checks and security clearance

Security clearance

[Other](#)

(<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>)

Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload your resume and any other applicable supporting documentation.
- **Your responses to the job questionnaire:** <https://apply.usastaffing.gov/ViewQuestionnaire/10008772>
(<https://apply.usastaffing.gov/ViewQuestionnaire/10008772>)
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50 (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

It is your responsibility to verify that any information entered or uploaded is received and is accurate. Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload it by the closing date.

If you are relying on your education to meet qualification requirements:

You **MUST** submit a copy of your transcript if you want to substitute your education for experience. If you claim qualifications based on education, and do not submit a transcript, your education will not be used in making a qualification determination and you may be found "**not qualified**".

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/).
(<http://www.ed.gov/admins/finaid/accred/>)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- [Benefits for federal employees](https://www.usa.gov/benefits-for-federal-employees#item-36407)
(<https://www.usa.gov/benefits-for-federal-employees#item-36407>)
- [Healthcare insurance](https://www.opm.gov/healthcare-insurance/)
(<https://www.opm.gov/healthcare-insurance/>)
- [Pay and leave](https://www.usajobs.gov/Help/working-in-government/pay-and-leave/)
(<https://www.usajobs.gov/Help/working-in-government/pay-and-leave/>)

<https://www.dhs.gov/homeland-security-careers/benefits>

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How to Apply


To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or

required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

If you are unable to apply online or need to submit a document you do not have in electronic form, visit [this link](http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information) (http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information) for more information regarding an Alternate Application process.

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on 05/12/2017.**

Agency contact information

 CBP IHC Hiring

Phone

[317-715-3000](tel:317-715-3000)
([tel://317-715-3000](tel:317-715-3000))

Email

customerresponse@cbp.dhs.gov
(<mailto:customerresponse@cbp.dhs.gov>)

Address

Policy Directorate
CBP Hiring Center
6650 Telecom Drive
Indianapolis, IN
US

[Learn more about this agency](#)
([#agency-modal-trigger](#))

Visit our careers page

Learn more about what it's like to work at Customs and Border Protection, what the agency does, and about the types of careers this agency offers.

<http://www.cbp.gov/>
(http://www.cbp.gov)

Next steps

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your [USAJOBS account](#) (<http://www.usajobs.gov/Applicant/ProfileDashboard/Home>).

If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) office at OPM](https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/)
(<https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/>)
- [Office of Equal Opportunity](http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)
(http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- [Disability Employment - Reasonable Accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
- [How to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/)
(<https://www.usajobs.gov/Help/how-to/application/agency/contact/>)

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>)

[Privacy Act](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>)

[Selective Service](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>)

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>)

[Signature & False statements](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>)

[New employee probationary period](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/)

(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>)